



Defense Travel Management Office



P-120 Partners in Defense Travel (DTS and the CTO)



P-120 CLASS OVERVIEW

Topic: Partners in Defense Travel
(DTS and the CTO)

Target Audience: AOs, and DTAs
People who need to
understand how DTS and the local CTO
communicate

Time: Approximately 60 minutes

Pre-Requisites: None



TECHNICAL ISSUES

AUDIO GAPS - SLOW SCREENS - DISCONNECTS

- ✓ ***Exit class***
- ✓ ***Close all other software applications***
- ✓ ***Log back into class***
- ✓ ***Check with local IT staff***

If problem persists call the DISA Help Desk

1-800-447-2457



ATTENDANCE CREDIT

ADOBE® CONNECT™



T-106 TAC & TraX Overview

SELECT: GUEST☒ Enter as a GuestName ☐ Enter with your login and password**ENTER:**

- **FULL NAME**
- **SERVICE or AGENCY INITIALS ONLY**
- **KEEP IT SIMPLE**

EXAMPLES:**Lynn Green / USA****John Blue / USAF****Betty Silver / DISA****Dave Brown / USN****Barb Yellow / DFAS****Greg Orange / USMC*****IMPORTANT***

To be able to enter DCO Connect rooms, your machine must meet the following requirements. Please contact your system administrator for more information.

For a password reset or locked account problem, please email:
disa.columbus.esd.mbx.dco-account-reset@mail.mil

For all other issues email: disa.columbus.esd.mbx.gig-es-support@mail.mil

IMPORTANT

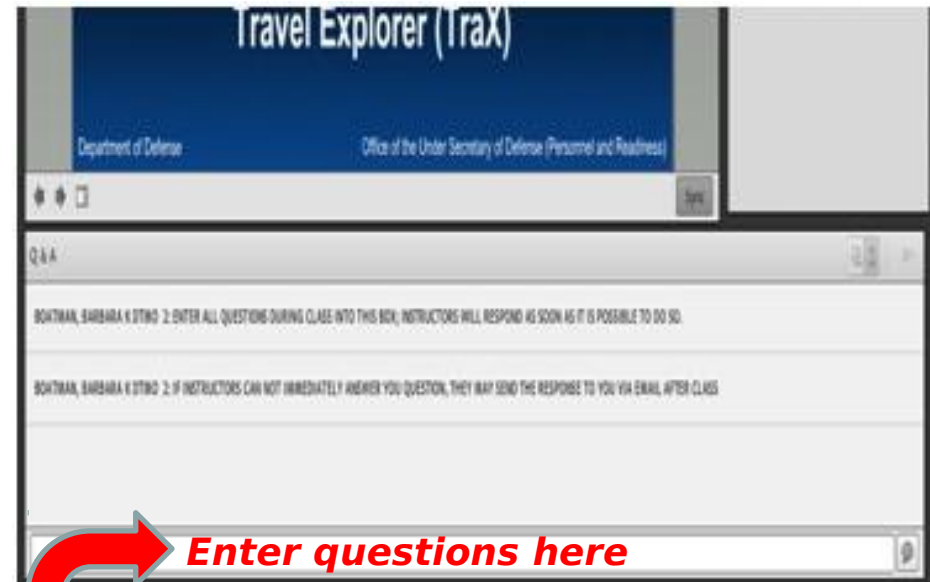
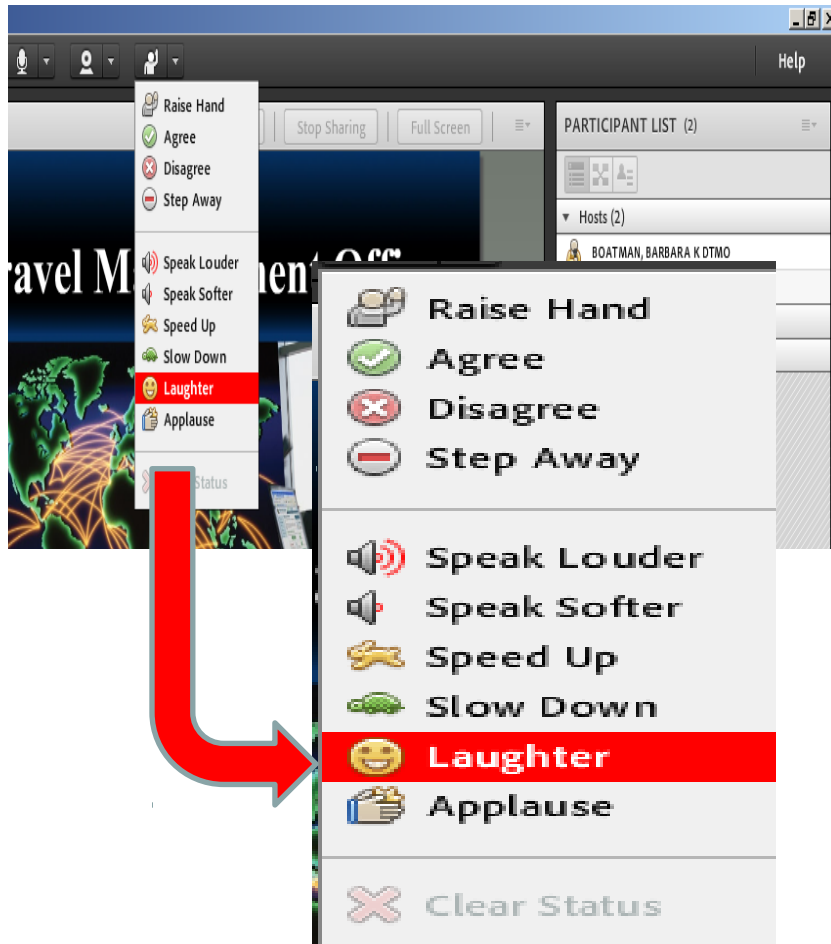
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to the IS), you consent to the following conditions:

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[Help](#)



COMMUNICATING IN CLASS



- Use chat box for all questions
- Most answered during class
- Some need post class follow up



TRAINING OBJECTIVES

- DTS/CTO Communications Process
- Terminology Required For Communication
- DTS/CTO Reservations Process
- Best Practices
- Common Problems and Their Solutions
- Support Resources for CTO Issues



TERMINOLOGY CROSSWALK

DTS Terminology	CTO Terminology
CTO SUBMIT	Inbound or PNR queue
CTO BOOKED	Outbound or Polling queue
TICKETED	Ticketing queue
CANCELLED or remove reservations	Cancellation queue
Last-minute travel, VOCO	Urgent queue
DTS/CTO confirmation number	PNR Locator
Send PNR to DTS	Sweep PNR to DTS



PASSENGER NAME RECORD (PNR)

- Record of information pertinent to traveler's reservations
- DTS creates PNR when user selects reservations
- Held in Global Distribution System (GDS)

PNR Contains (examples only)	PNR Does Not Contain (examples only)
<p><u>Info of interest to CTO</u></p> <ul style="list-style-type: none">• Selected DTS profile info• Itinerary• Reservations and costs• Finance info (payment method)• CTO assistance requests	<p><u>DTS-specific info</u></p> <ul style="list-style-type: none">• DTS screens or formats• Routing list info• Reimbursable expenses• Justifications to AO• Document history



PNR SAMPLE 1

PNR traveler, reservation, and pricing info as seen by CTO:

1.1TRAVELER/JOE

1 AA1107Y 01FEB DCADFW HK1 600A 830A/ E

2 CAR ET 01FEB HK1 DFW/02FEB/CCAR/ARR-830A/RET-
0230P/RG-USD30.00 UNL DY XD22.00 UNL /BS-22972246/RC-
DTS /CF-123456789

3 HHL BW HK1 DAL IN 01FEB OUT 02FEB 1NT 54847 BW /BW
DALLAS / 95.00USD/AGT1234567/TRAVELER JOE/SI-CF-12345

4 AA2534 02FEB DFWDCA HK1 425P 810P / E



PNR SAMPLE 2

PNR reservation selections and requests for CTO assist:

W‡FLIGHT NUMBER AA1107 DCA-DFW 02/01/10

W‡SEAT PREF 25D

W‡FLIGHT NUMBER AA2534 DFW-DCA 02/02/10

W‡SEAT PREF 20C

W‡COMMENTS CTO PLEASE ASSIST WITH BOOKING

Y‡LODGING SEGMENT 02/01/10 THRU 02/02/10

Y‡BW54847


Y‡DOUBLE BEDS NONSMOK

X‡CAR SEGMENT ET CCAR DFW 02/01/10 - 02/02/10



PNR LOCATOR IN DTS

Logged In As: [ERIC A DTMOFIELD-B](#) Document Name: [EDCHICAGOHEIG061608_A07](#) Screen ID: 1200.1 [Close Window](#)
Traveler Name: [ERIC A DTMOFIELD-B](#) Document Type: Authorization [Help for this screen](#)

 **Defense Travel System**
A New Era of Government Travel

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Trip Summary

[Email this Itinerary](#) [Print this Itinerary](#)

[Payment Information](#) [Final Trip Itinerary](#)

DTS Detailed Travel Itinerary for ERIC A DTMOFIELD-B

Travel / TDY Information:

Trip Type: AA-ROUTINE TDY/TAD
Trip Purpose: CONFERENCE ATTENDANCE
Trip Description:

Location: 1 CHICAGO HEIGHTS IL Time Zone: CST (07)

DTS Document Name [EDCHICAGOHEIG061608_A07](#)
DTS / CTO Confirmation: [0GPM9E,0NY0ZU](#)
(Please Reference this number when contacting the CTO.)

**Use the DTS/CTO
Confirmation number
when contacting the
CTO**



TICKETING DATE

Date on which CTO may issue tickets for travel

- o Usually 3 business days before departure
- o Org can request earlier date
- o DTS applies to PNR at **APPROVED**
- o Also known as Tickets Are Waiting (TAW) date



DTS/CTO RESERVATION PROCESS

1

- First reservation selected

2

- Reservations booked

3

- Authorization completed

4

- To CTO inbound queue

5

- To CTO outbound queue

6

- AO approves

7

- CTO issues tickets

- People actions
- System actions
- Impact to PNR
- DTS Stamps
- Informational Email



SELECT FIRST RESERVATION

1

- First reservation selected **PNR created**

Selecting first reservation creates

PNR

- o PNR resides permanently on GDS
- o DTS, CTO, GDS all access PNR
- o Term for access is “sweeping” or



RESERVATIONS BOOKED

2

• Reservation booked

PNR updated

Every time reservation is selected:

- o GDS books reservation automatically
- o PNR immediately updated with new information
- o DTS information also updated

**PNR may be updated multiple times
before SIGNED**



SIGN AUTHORIZATION

3

• Authorization completed

SIGNED

- Authorization completed, must be SIGNED
- Reservations change, must be SIGNED
again



CTO QUALITY REVIEW

4

• To CTO inbound queue

PNR to CTO

CTO SUBMIT

Application of **SIGNED** stamp automatically:

- o Sends PNR to CTO's inbound queue
- o Applies CTO SUBMIT stamp

SIGNED stamp not applied = PNR not sent to CTO

CTO performs quality check within 1 business day

- o Reservations complete?
- o Correct airline arrival and departure times?
- o Gov't airfares used (Worldwide CTO contract)?



CTO BOOKED

5

• To CTO outbound queue

PNR to DTS

CTO BOOKED



CTO finishes quality review:

- o Sends PNR to CTO's outbound queue
- o DTS updates travel document
- o DTS applies CTO BOOKED stamp

CTO and DTS both send e-mails to traveler

- o CTO sends Itinerary details only
- o DTS sends CTO comments, document status, and routing and access information



AO APPROVES AUTHORIZATION

6

• AO approves

PNR updated

APPROVED



AO approves document

DTS then automatically :

- o Updates PNR with ticketing date
- o Applies APPROVED stamp
- o Sends e-mail to traveler

No e-mail by ticketing date:

- o Assume document is not APPROVED
- o Therefore assume traveler CANNOT travel
- o Contact AO or local help desk



CTO ISSUES TICKET

7

• CTO issues tickets

PNR updated

CTO TICKETED



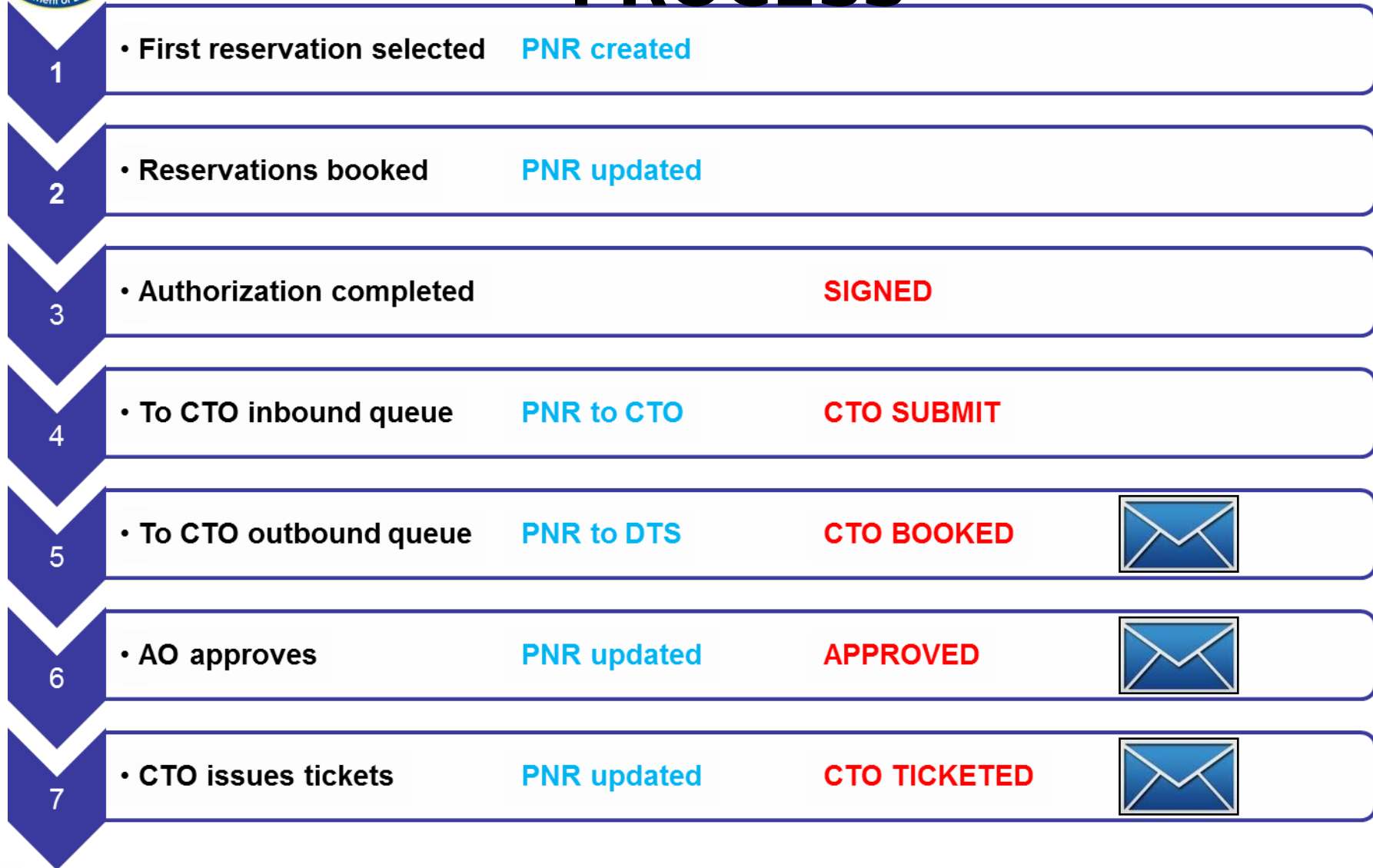
AT TICKETING DATE:

- o CTO issues tickets (usually electronic)
- o PNR updated with ticketing info and fees
- o DTS applies CTO TICKETED stamp
- o CTO and DTS both send e-mails to traveler
 - DTS Email: Itinerary, CTO comments, document status
 - CTO Email: Invoice, detailed itinerary, ticket number, costs, contact info.

NOW – THE TRAVELER MAY TRAVEL



DTS/CTO RESERVATION PROCESS





QUIZ: RESERVATIONS PROCESS



BEST PRACTICES - GENERAL

- Document creator and AO: Monitor status to ensure documents are routing properly
- DTA: Run Approved Status Report weekly to identify documents pending AO approval
- Travelers
 - Tell AO and CTO if ticketing e-mail not received by ticketing date
 - **Do not** go to airport without confirmation of ticketing





BEST PRACTICES - DTS PROFILE

- Ensure traveler's DTS profile information is accurate
- Most important items for the CTO are:
 - o Accurate GTCC information
 - o Activated GTCC card
 - o Duty phone
 - o Home phone
 - o E-mail address



BEST PRACTICE - CONTACT CTO?

DO contact the CTO for:

- o Emergency travel plans (short notice travel)
- o En-route assistance
- o Return of unused tickets

DO NOT contact the CTO for:

- o Pre-travel reservation changes
- o DTS questions/issues
 - Contact local help desk
 - Travel Assistance Center (TAC)
 - Travel Explorer (TRAX)



PROBLEM: DOCUMENT STUCK

< 24 hours = **CTO SUBMIT** to CTO BOOKED = TRAVEL

> 24 hours @ CTO SUBMIT = **DOCUMENT STUCK**

POSSIBLE ISSUE	RESOLUTION
Quality control review incomplete	Contact CTO
Queuing issue	Contact CTO
DTS problem	Contact TAC



PROBLEM: SEATS NOT AVAILABLE

Seats typically not available:

- o Emergency row seats
- o Frequent flyer club members
- o Counter/walk up customers



All seats first come, first served:

Limited Supply + High Demand = Difficult to Obtain

Airlines can confirm reservations without reserved seats



OBTAINING SEAT PREFERENCE

- Book as early as possible
- Use DTS to select seat assignments
 - No seat map in DTS > Contact airline
- Enroll in frequent flyer programs
- Arrive at airport early



PROBLEM: DUPLICATE BOOKINGS

Holding duplicate reservations is against airline rules

Duplicate = Simultaneous reservations/same airline

- o Identical tickets booked with different seat classifications
- o Identical tickets booked with different methods
- o Single flight (same route) booked for a better price
- o Same flight (multiple routes) booked "Just in case....."



DUPLICATE BOOKING: FALL OUT

- Airline may cancel all reservations and fine CTO
- Service/agency may be liable for payment
- Transportation provider charges for every ticket
- Lodging provider charges "no show"





DUPLICATE BOOKING: PREVENTION

- ✓ Do not create multiple auths to same site at same time
 - ✓ Be aware: unapproved authorizations create duplicates
 - ✓ Never use DTS to make “practice” reservations
 - ✓ Cancel a reservation before creating another
 - ✓ Cancel an authorization before creating another
-
- Don't ask CTO to book reservations already in DTS
 - If you contact CTO, tell them about DTS reservations



DUPLICATE BOOKING: ITINERARY

**Do not book reservations in
DTS
if reservations exist outside
DTS**

- o **Section B:** Select "Other" stop auto-search for air and rail
- o **Section D:** Do not select rental car or lodging checkboxes to stop auto-search for those bookings



SKIP DTS RESERVATIONS

B I will be traveling to my TDY location by - (Select from the list below)

Commercial

Air



Rail



Rental Car




Other



Time:

Select ▼

(Claim Private Vehicle Transportation in Expense-Mileage. Use of Government Vehicle is non-reimbursable, show this in Expense-Non-Mileage.)

C My TDY location is - (Where I will be working): 

*Location 1: Use Location Tools at Right

*Arriving On:



(mm/dd/yyyy)

*Departing On:



(mm/dd/yyyy)

Location Tools:

Search by:

Location

State/Country - Location

Zip Code

County Lookup

D At this location I will need - (Select all that apply from the list below)

Rental Car



Lodging



E Will you be traveling to another TDY Location?

Yes

No



DUPLICATE BOOKING: ENTER COSTS

Reservations outside DTS, enter costs starting at:

- o Ticketed transportation = Travel > Other

Transportation

- o Lodging = Expenses > Per Diem Entitlements

- o Rental Car = Expenses > Non-Mileage



ENTER COSTS (Cont.)

Other Trans.

Use this screen to enter Other Ticketed Transportation information.
DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

ADD Ticket Information

Enter or select the required data.

Please Note: A Red Star (*) indicates a field is required.

* Type:

* Description:

* Ticket No:

* Ticket Value:

Cost:
(If different from ticket value)

* Departure Date (mm/dd/yyyy):

Issue Date (mm/dd/yyyy):

* Ticket Date (mm/dd/yyyy):

CBA Label:

CBA Account: [CBA Accounts](#)

If necessary, add comments to the travel agent:

[view expense details](#)

Non-Mileage Expense

Use this screen to enter Non-Mileage Expense information.
Reminder: CTO Fees are not reimbursable.
Travel Charge Card (IBA) is not reimbursable.
Leave: 10-Oct-10 Re

*** Select Expense Type:**

Per Diem Rates

Costs are total for all travelers. You may change your lodging costs below. Use the "View Expense expense details such as payment method, reimburseable, etc.

Per Diem Rate:

Lodging: \$ [view expense details / currency calculator](#)

M & IE: \$ [view expense details / currency calculator](#)



PROBLEM: INVENTORY CHURNING

CHURNING:
**Repeatedly creating and
canceling airline reservations**

- o Prohibited by airline industry
- o Ties up seat inventory
- o Airline can fine CTO
- o Service/agency may be liable for payment
- o Most churning due to unsigned authorizations
- o Traveler re-books after reservations cancelled



INVENTORY CHURING: PREVENTION

DO NOT:

- ☐ Fail to sign authorizations
- ☐ Use DTS for travel
research
- ☐ Create training
authorizations

INSTEAD USE:

- ☐ TraX
- ☐ GSA website
- ☐ Fedtravel.com
- ☐ EWTS



PROBLEM: RESTRICTED AIRFARE

DTS DOES display different types of **unrestricted** fares:

- o Government-contract (City Pair) fares
- o Non-contract ("me too") fares
- o Unrestricted fares available to general public

DTS DOES NOT display **restricted** fares

- o Traveler may request CTO assistance to obtain them



RISKS: USING RESTRICTED AIRFARES

- Fees for changes or cancellations
- Not transferable
- Minimum stay requirements or blackout dates
- Advance purchase or ticketing requirements
- Airline cancels reservations not approved “on time”
- Airline cancels unused tickets not used “on time”



QUIZ: STUCK AT CTO SUBMIT



DTA SUPPORT

Local Government POCs for CTO performance

concerns:

- o Quality Assurance Evaluator (QAE)
- o Contracting Officer Technical Representative (COTR)

Both are available for travelers, DTAs, and CTO



SUMMARY

- **DTS and CTO use different terms; try to use the correct terms**
- **CTOs can not see DTS screens**
- **DTS/CTO Confirmation Number = PNR Locator Number**
- **Monitor all docs; never go to airport without ticket confirmation**
- **DO call the CTO for emergency travel help**
- **DON'T call for pre-TDY changes**
- **Avoid duplicate booking ; Avoid churning**
- **Use government resources for research travel and problems**



CLASS CLOSING LOBBY

Lobby set-up:

- o Instructor audio turned off
- o Questions answered for 15 minutes
- o Lobby stays open 60 minutes

Please help us improve this class:

- o Complete evaluation
- o Provide feedback

Use the lobby resources:

- o Download class slides
- o Use links to DTMO website &



THANK YOU FOR ATTENDING DISTANCE LEARNING

**For a three month schedule of
DTMO distance learning classes**

**Go to the
DTMO Website > Training Resources Center**